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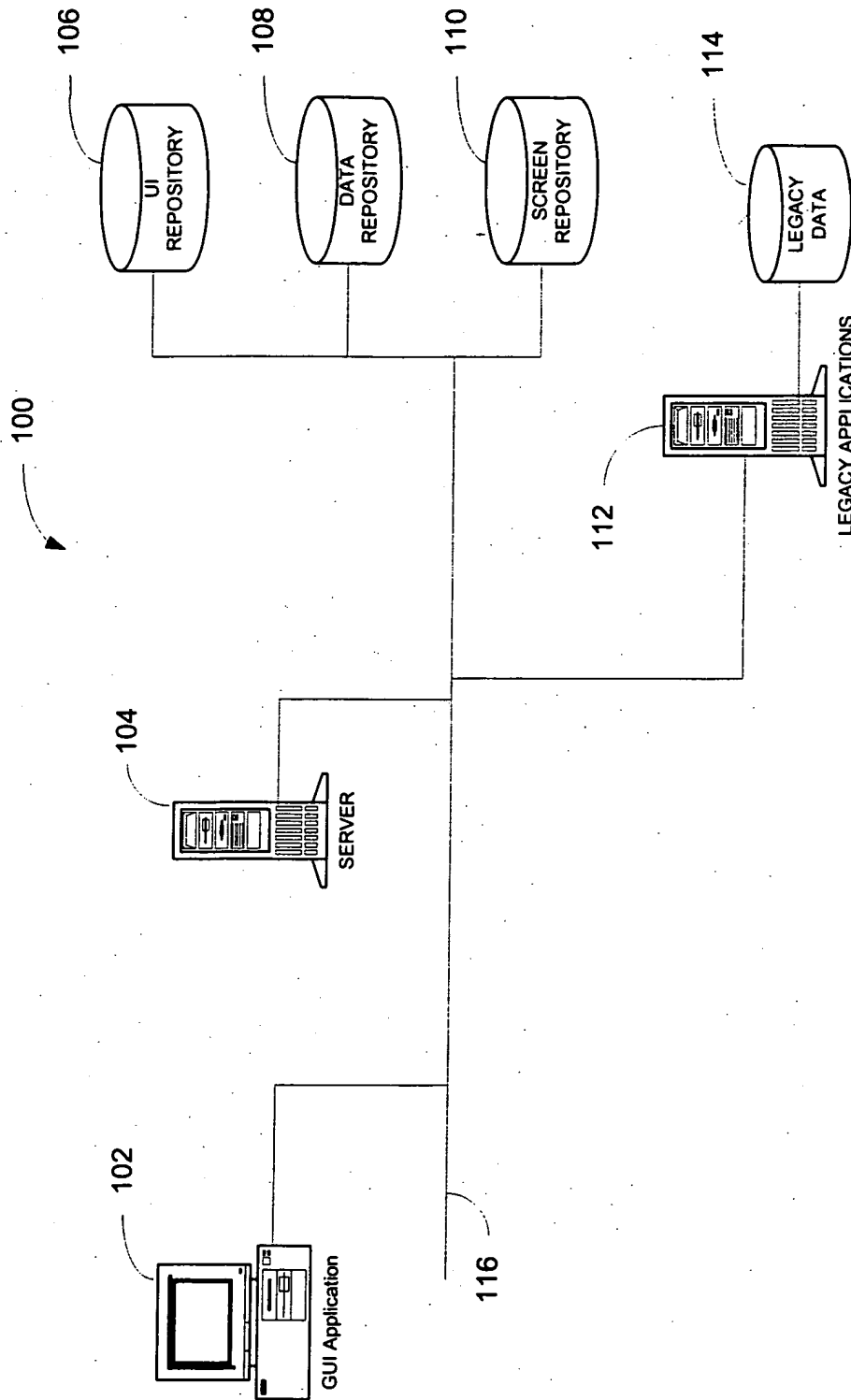


FIG. 1

200

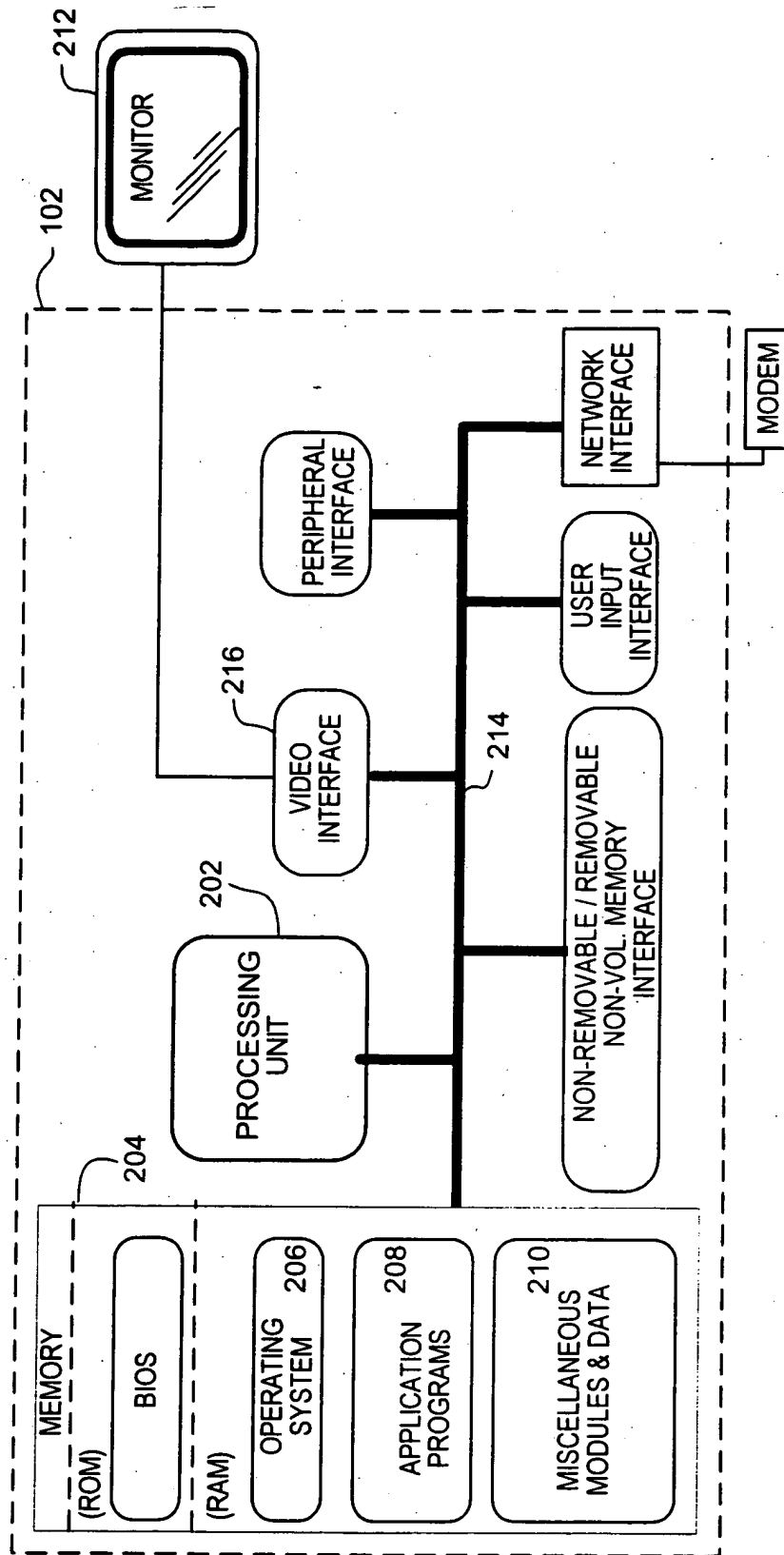


FIG. 2

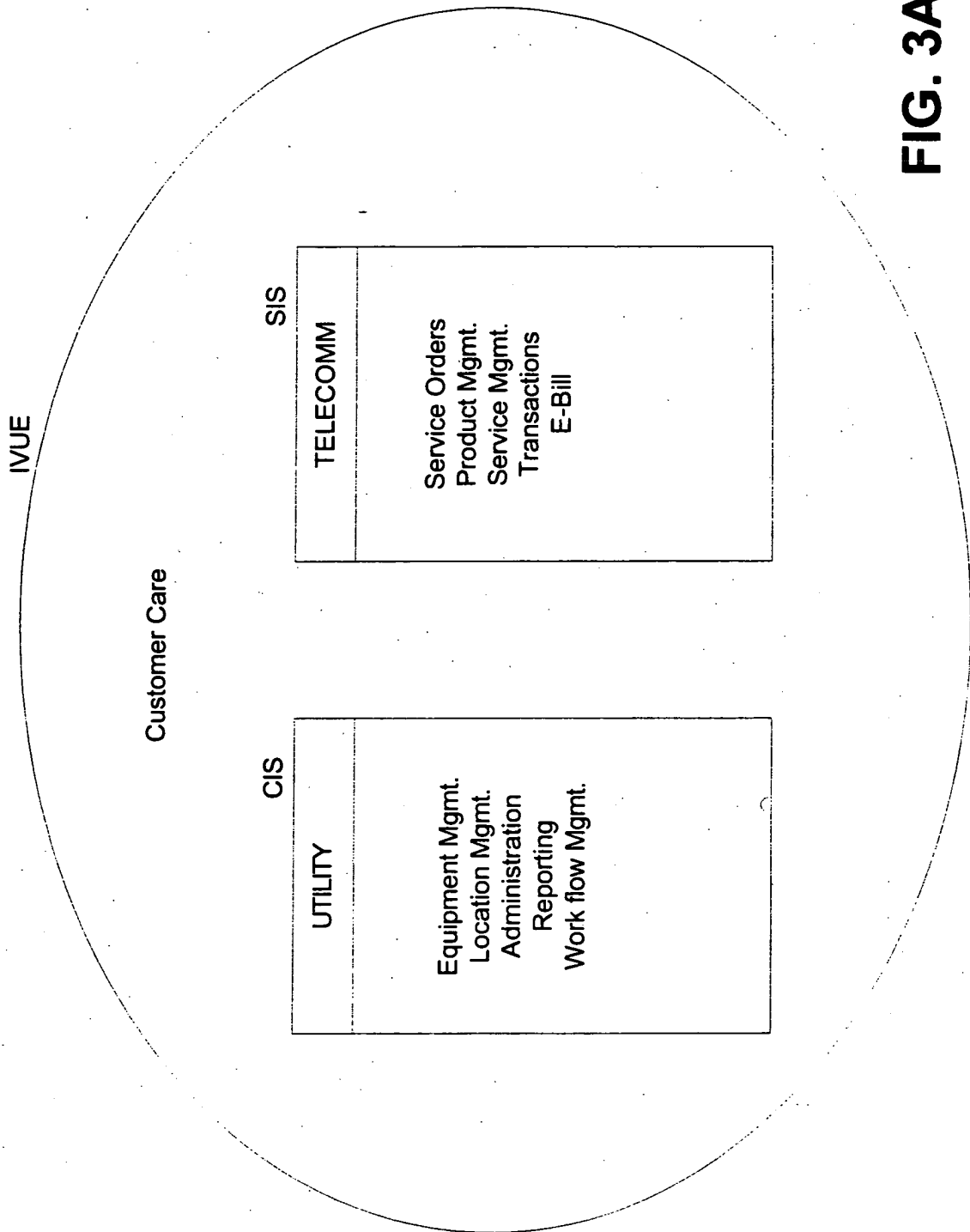


FIG. 3A

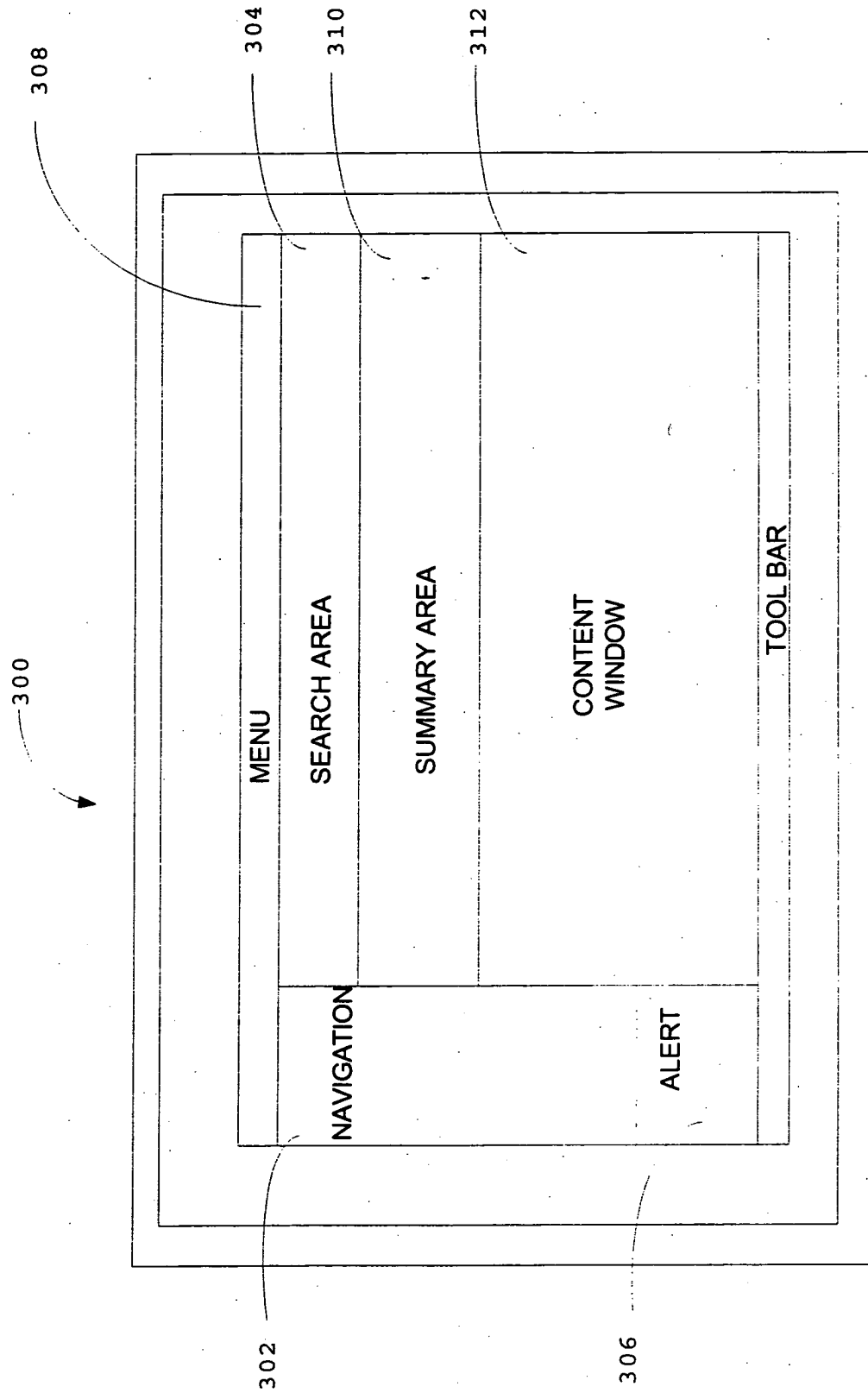


FIG. 3E

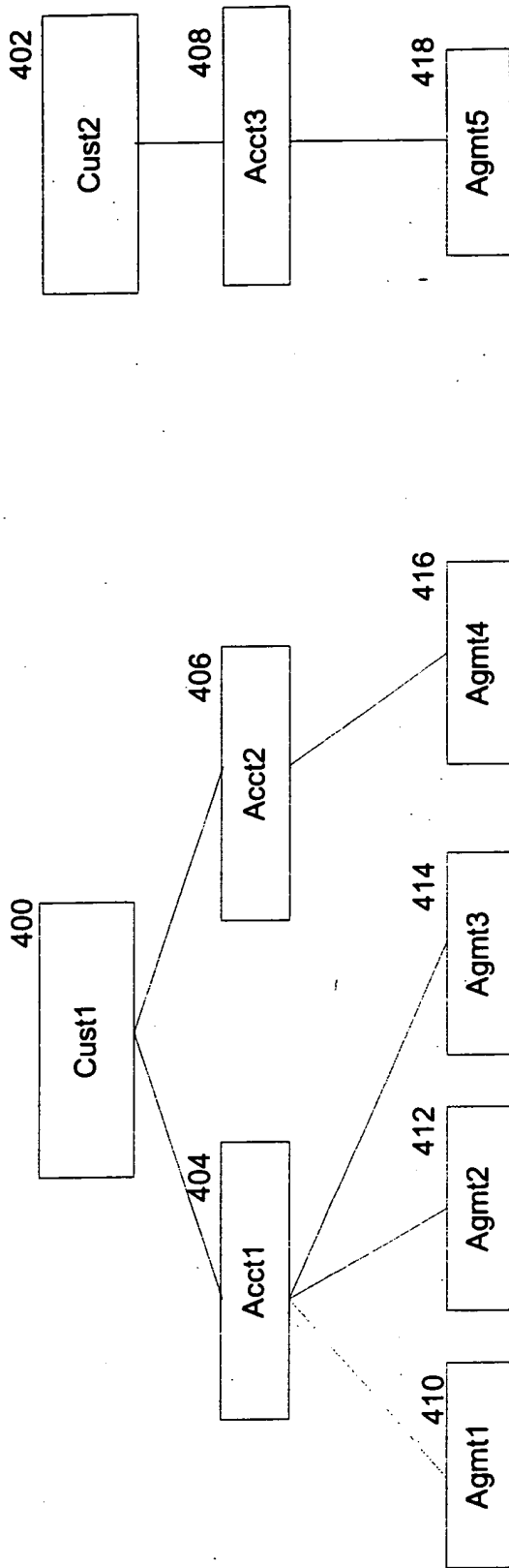


FIG. 4

500

518 520 522

NISC SIS Customer Care
File View Application Tools My Favorites Help
Data Forward Jump

512 540

Find
Customer Management
Customer
Credit History
Transaction History
Financial Account
Agreements (4)
Service Orders (7)
Payments
Accounts Receivable Adjustments
Adjustments
Credits/Collections
Service Orders
Administration
Reports

502

506

Alerts

514

Search Advanced Search
Set Aside Release

516

515

Customer
Customer Info Questionnaire Tax Exempt
Customer: 855 Where Used
Customer Type: Individual Organization
Individual
Salutation: Doctor
First: Joseph
Middle: P
Last: Abbott
Generation: III
Display Name: Joseph Abbott
SSN: 999-99-9999 Refused
Driver's Licence: XXXXXXXXXXXXXXXX State: GA
Birth Date: 99/99/9999
Marital Status: Married
Ethnic Group: Caucasian
Customer Information
Release Name/Address Card Information
Allow Check Member: 999999999999

508

Contact Information
Address
Joseph Abbott
Johnita Abbott
3201 Nygren Drive
Address line 2
Mandan
Contact Methods
Contact Met... Contact Info Contact Order Release
Work Phone (701) 883-8511 1
E-Mail Joseph.abbot 2
Cell Phone (701) 471-4747 3
Add Row Delete Row
ND 58554-3201

Security
Security Question: Mother's maiden name
Security Answer: Rose
E-Mail Address: CSRL
Web Password: *****
Open Fields

524

FIG. 5A

11.4MB of 17.2MB

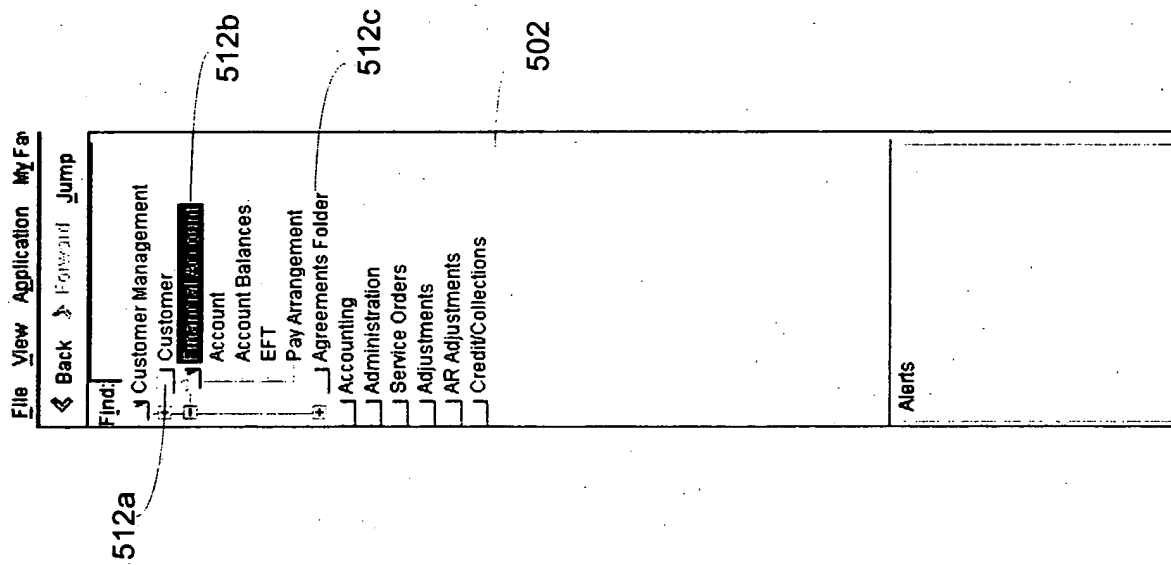


FIG. 5B

FIG. 5C

526

528

Customer	Name	Address 1	Address 2	City	St	Zip
14888	SMITH NORMAN Q	PO BOX 235	PO BOX 235	LODGEPOLE	ND	58740-0735
17610	SMITH NORMAN A & BONNIE	PO BOX 488	PO BOX 488	HETTINGER	ND	58638-0488
14409	SMITH STAN R & LEILA	RR 1 BOX 15	RR 1 BOX 15	WOTT	ND	58646-0721
15387	SMITH COREY	RR 1 BOX 401	RR 1 BOX 401	PLAINVIEW	NE	68789-0710
14890	SMITH TIM & GWYNNE	PO BOX 215	PO BOX 215	LODGEPOLE	ND	58740-0715
15151	SMITH JACQUELINE	PO BOX 484	PO BOX 484	BOWMAN	ND	58623-0484
11193	SMITH DON	PO BOX 186	PO BOX 186	BOWMAN	ND	58623-0186
9300	SMITH GEORGE I	99 87TH ST NW	99 87TH ST NW	MONTICELLO	MN	55382-0014

530

Open Field Setup

Label	Type	Is Required	Has Preset Values	Tooltip
Open Field 1	Alpha-Numeric	<input checked="" type="checkbox"/>	<input type="checkbox"/>	mouse over

532

Open Field(s):

534 Label: _____

536 Type: Alpha-Numeric

Display Length: _____

Tooltip: _____

538 ☐ Is Required ☐ Has Preset Values

Save Reset Add Delete

Close Help

FIG. 5D

FIG. 6A

600

602

NISC SIS Customer Care

File View Application Tools My Favorites Help

Back Forward Jump

Find:

- Customer Management
 - Customer
 - Financial Account
 - Account Balances
 - EFT
 - Credit History
 - Transaction History
 - Agreements (4)
 - Service Orders (7)
- Payments
- Accounts Receivable Adjust
- Adjustments
- Credits/Collections
- Service Orders
- Administration
- Reports

Alerts

Search Type: Agreement 555555555

Search Advanced Search

Set Aside

Account	Descript.	Status	Total Due	Current	30-Day	60-Day	90-Day	Select B...	Bill Cycle	Final Bill	Delq Pnt	E-Bill
111	Telephone	Inactive	120.00	80.00	30.00	20.00	10.00		1	2nd Month	Reminder	
112	Cable acc	Active	0.00	0.00	0.00	0.00	0.00		1	2nd Month	Reminder	

Customer: [REDACTED] Status: Active

Account: [REDACTED]

Description: 123456789012345

Address General

Bill-To

Number Of Copies: 2

Address

Joseph Abbot

Mary Abbot

3201 Nygren Drive

Address line 2

Mandan

ND 58554-0728

Copy-To

Number Of Copies: 1

Clear Copy-To Address Info

Address

Joseph Abbot

Mary Abbot

3201 Nygren Drive

Address line 2

Mandan

ND 58554-0728

Deposit

Pay Distribution

Products & Services

Notes

12.2MB of 17.2MB

FIG. 6B

Screen shot of CIS Accounts Receivable Screen Required

Notes

FIG. 8

800

802

804

810

812

6016: NISC CIS Customer Care

File View Application Tools My Favorites Help

Back Jump Work Queue

Find:

- Customer Management
- Equipment Management
- Devices
- Distribution Equipment
- Hazardous Waste
- Load Management
- Meters
- Meter History
- Meter Inventory
- Meter Number Change
- Meter Test
- Oil Containers
- Poles
- Transformers
- Transaction History
- Location Management
- Administration
- Reports/Jobs

Search Type: Account Search Advanced Search

Meter Inventory: BOBBY J SMITH JR, CusID: 448608069

Meter #	Service	Provider	Stat	Meter Type	Service Use Type	Mtr Pos	Account	Name	Et
2131776	SB	SB	1	0	1	0	1	0	1

Additional Meter Attributes

Faceplate Information

Secondary Meter #: SB - ADDED IN RDB CONV...

Manufacturer: SB - ADDED IN RDB CONV...

Meter Type Description: C13R

NEMA Form: C13R

Current Class: 30.0

Amps: 240

Volts: 1.00

Base KH: 0.0000

Register Ratio: 0.0000

Purchase Information

Purchase Order: 2907

Purchase Dt: 02/07/2001

Meter Cost: 0.00

Meter Base Cost: 0.00

Installed Cost: 0.00

Additional Meter Attributes

Meter Status: 1 - Active

Meter Type: 0 - kWh

Register Type: 1 - Cycloaster

Meter Phase: 1 - Single phase

Wires: 3

Test Frequency: 5

Test Due Date:

Date Retired:

OMR ID: 34276490

OMR ID 2:

Storage Location:

Open Field(s):

Usage Register

Dials: 5

Multipplier: 1,0000

Demand Register

Multipplier: 0.0000

KVAR Register

Dials:

Save Reset Add Related

FIG. 9

6016: NISC CIS Customer Care

File View Application Tools My Favorites Help

Back

Jump

Work Queue

Find:

Customer Management

Equipment Management

Location Management

Equipment

Service Location

Device Install/Maint

Load Controller Install/Maint

Meter Exchange

Meter Install/Maint

Service Location

Service Location History

Administration

Reports/Jobs

Search Type: Name Last Switch First

Meter Install/Maint: BOBBY J SMITH JR, Custid: 448608059

Account Level Set Aside

Search

Mtr Pos	Account	Name	Service	Meter #	Meter Type	Comit
1	1030803001	BOBBY J SMITH JR	ELEC - Electric Service	21341776	0 - ELEC	

Service Meter Reading Registers

Meter Position: 1

No Meter

Service: ELEC - Electric Service

Service Use Type: 0 - all accounts

Load Profile:

Charge Off Usage: 0

Peak Month Usage: 0

Loop Size: 0.00

Conduit Size: 0.00

Open Field(s)

Tading

Revenue Taxable

Consumption Taxable

Partial Tax: 0.00 %

Work Management Information

Service Order: 0

Work Order: 0

Project:

Connected Equipment Location Information

Equip Map Location	Transf #	Size	Phs
1B-35-8.33	10862		C

Related

Disconnect

910

912

If selected, output will be put to video and viewed on screen.

1202

FIG. 13A

1300

1302

File View Application Tools My Favorites Help

Jump Work Queue Simulate Call Show Calls E-Bill

Search Type: Phone Area Code: 320 Phone: 2745907

Accounts Receivable

Account	Service	Provider	AR Status	Total Bill Amt	Current Bill Amt	Total Bill Past	Total AR
							0.00

Caller Id Stack

Home Phone	Date/Time of Call	First	Last	Customer
2745907	10/01/2003 10:31:11 AM			

Sign Contact Jump to Start Screen Call Customer Delete Cancel

Related

EET Funds Transfer Amt Funds Transfer Date

Principle

Source Module: Payments Not For Penalty Payments For Penalty Received This Month Late Payment

Alerts

- Customer Management
- Agreements/Charges
- Billing/Accounts Receivable
- Account Number Change
- AR Balance Adjust
- Billing History
- Billing History Adjust
- Budget Billing
- Invoice Group
- Next Bill Calc
- Transfer AR To AR
- Transfer AR To UA
- Transfer UA To AR
- Transfer UA To UA
- Capital Credits
- Credit/Collections
- Customer Contacts
- Payments/Readings
- Transaction History
- Test Environments
- Equipment Management
- Location Management
- Administration
- Reports/Tools

1308

1306

1304

FIG. 14A

1400

1402

2502 NISC CIS Customer Care
File View Application Tools My Favorites Help

Find: Customer Management
Agreements/Charges
Billing/Accounts Receivable

Search Type: Name Last Jones First
Accounts Receivable / AARON D JONES, OWNER: 1276100

Account Service Provider AR Status
Total Bill Amt Current Bill Amt Total Bill Paid

Search Results

Customer	Search Type: Name	First	Last	Address 1	City	State	Zip	Phone
1015878	JONES	ALLEN	J	8748 DEERWOOD LN N	78334			78334
1014405	JONES	ALLEN	L	18472 THATCHER RD	78334			78334
421576	JONES	ALVIN	F	170 HAWTHORNE AVE W	78334			78334
1004502	JONES	ANITA		42113 COLFAX AVE N	78334			78334
1014407	JONES	ANITA		42113 COLFAX AVE N	78334			78334

Customer: 1015878
Search Type: Name
First: ALLEN
Last: J
Address 1: 8748 DEERWOOD LN N
City: 78334
State: TX
Zip: 78334
Phone: 78334

Account Level: 1000
Service Status: 1000
Home Phone: 78334-3434

Agreement Results

Agreement Results	Account Level	Service Status	Home Phone
3213060201	1000	1000	78334-3434
COOP	1000	1000	78334-3434
32130602	1000	1000	78334-3434
32130602	1000	1000	78334-3434

Due Date: 02/15/2003
02/15/2003
02/15/2003

Alerts: Medical
Outage Priority
DNE
Contacts
Service Order

Related

Payments Not For Penalty: 106.00
Payments For Penalty: 0.00
Less Payment: 0.00

1404

FIG. 14B

1406

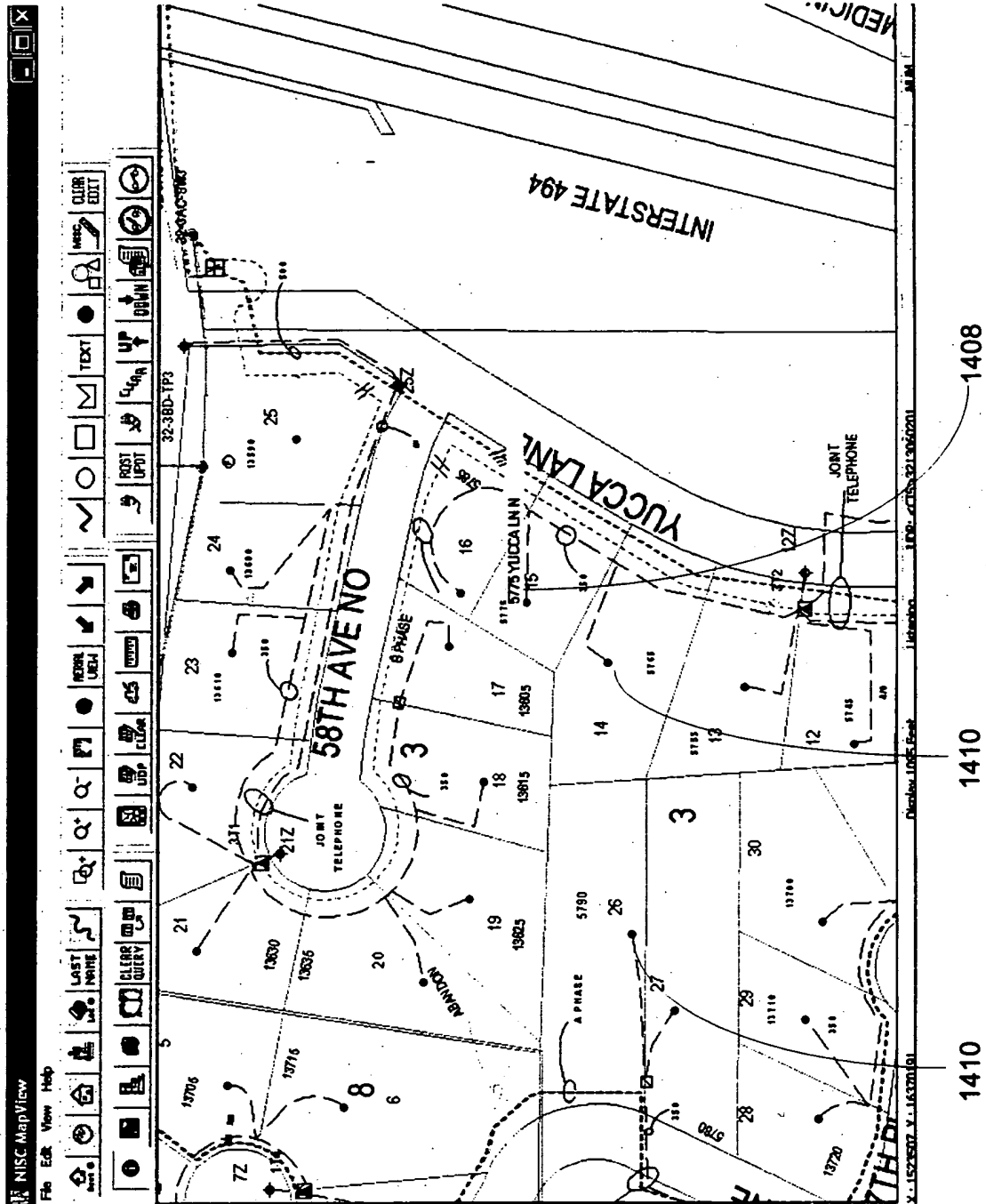
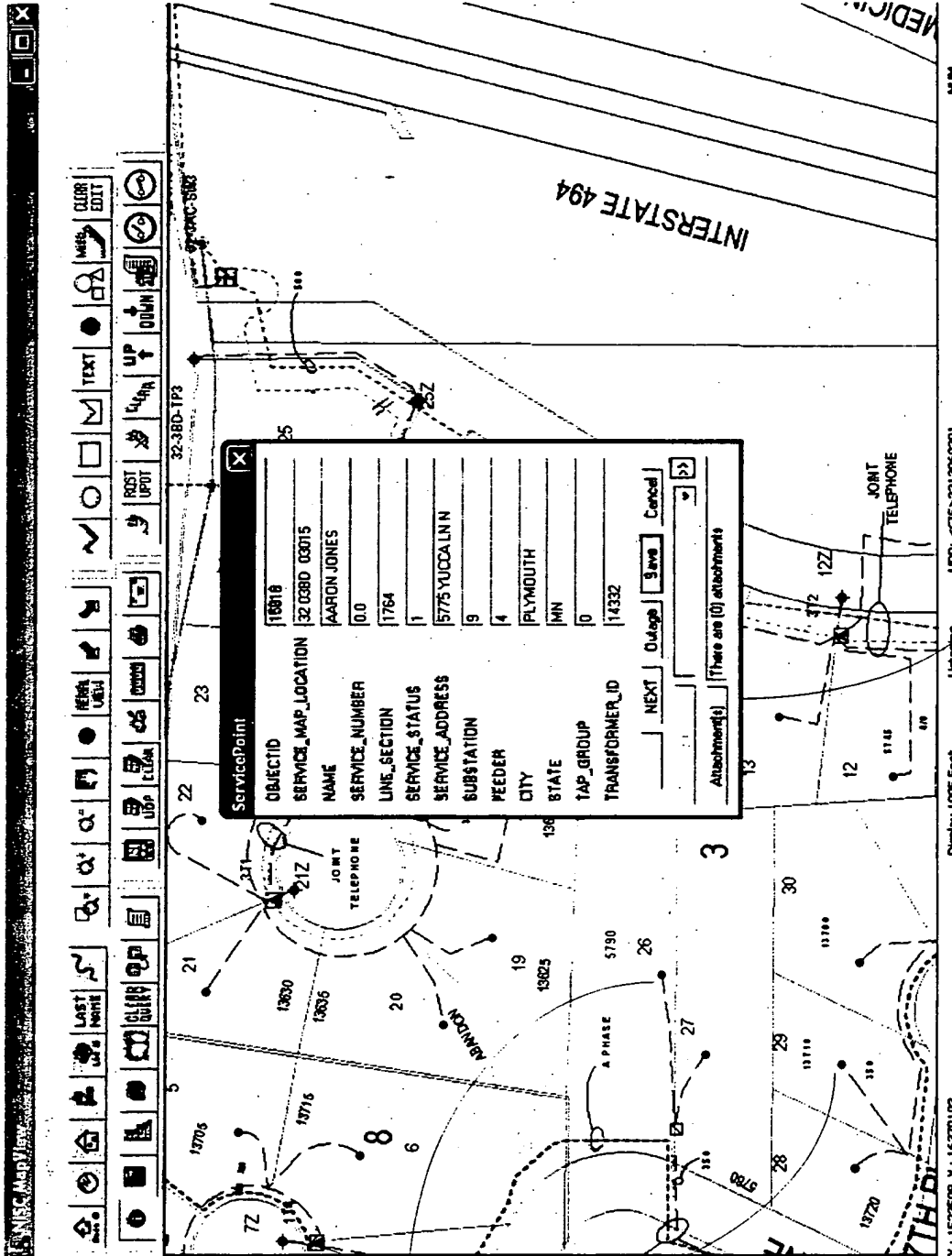


FIG. 14C

1412



1410

1414

NISC CIS Customer Care

File View Application Tools My Favorites Help

Back > Jump Work Queue Simulate Call Show Calls E-Bill

Search Type: Name Last Jones First

Account Level [Set Aside] Fullscreen (F)

Billing History - AARON Q JONES, CusID: 1278160

Billing Period	Billing Dt	Account	Prev Balance	Charge Amt	Payments	Balance After
Jul 2002	07/25/2002	00:00:00 3213080201	71.00	100.89	0.00	171.89
Jun 2002	06/25/2002	00:00:00 3213080201	48.00	71.00	0.00	119.00
May 2002	05/23/2002	00:00:00 3213080201	57.00	-9.00	0.00	48.00
Apr 2002	04/25/2002	00:00:00 3213080201	15.00	1.00	0.00	16.00
Mar 2002	03/28/2002	00:00:00 3213080201	0.00	15.00	0.00	15.00

Print Current Page

Charge/Credits Readings Devices Bill Codes/Bud-Ann Averages View Bill

Page >

Related >

Find:

- [x] Customer Management
- [x] Agreements/Charges
- [x] Billing/Accounts Receivable
- [x] Account Number Change
- [x] Accounts Receivable
- [x] AR Balance Adjust
- [x] Billing History
- [x] Budget Billing
- [x] Invoice Group
- [x] Next Bill Calc
- [x] Transfer AR To AR
- [x] Transfer AR To UA
- [x] Transfer UA To UA
- [x] Capital Credits
- [x] Credit/Collections
- [x] Customer Contacts
- [x] Payments/Readings
- [x] Transaction History
- [x] Test Environments
- [x] Equipment Management
- [x] Location Management
- [x] Administration
- [x] Reports/Jobs

Alerts

- Medical Outage Priority
- DNP
- Contacts
- Service Order

Unexpected System Problem

OK Details... E-Mail Work Request

File View Application Tools My Favorites Help

Jump Work Queue Simulate Call Show Calls E-Bill

Search Type Name

First

Last

Jones

Find:

Customer Management

Agreements/Charges

Billing/Accounts Receivable

Account Number Change

Accounts Receivable

AR Balance Adjust

Billing History

Billing History Adjust

Budget Billing

Invoice Group

Next Bill Calc

Transfer AR To AR

Transfer AR To UA

Transfer UA To AR

Transfer UA To UA

Capital Credits

Credit/Collections

Customer Contacts

Payments/Readings

Transaction History

Test Environments

Equipment Management

Location Management

Administration

Reports/Joins

Search

Account Level [Set Aside]

Payments

Balance After

0.00

171.99

Billing History: AARON Q JONES, Cust#: 1278160

Billing Period

Billing Dt

Account

Prev Balance

Change Amt

Jul 2002

07/25/2002

00.00

321.08

0.00

Jun 2002

May 2002

Apr 2002

Mar 2002

Exception Details

java.io.IOException: Server returned HTTP response code: 500 for URL:

at sun.net.www.protocol.http.HttpURLConnection.getInputStream(Unknown Source)

at java.net.URL.openConnection(Unknown Source)

at cc.nisc.cis.gui.billview.BillViewer.getPageCount(BillViewer.java)

at cc.nisc.cis.gui.billview.BillViewer.prepare(BillViewer.java)

at cc.nisc.cis.gui.panel.billinghistory.BillingHistoryBillView

at cc.nisc.gui.navigation.AbstractEntityNavigatorPanel.prepare

at cc.nisc.gui.navigation.AbstractEntityNavigatorPanel.notify

at cc.nisc.gui.navigation.AbstractEntityNavigatorPanel.subpane

at cc.nisc.gui.navigation.AbstractEntityNavigatorPanel.process

at cc.nisc.gui.navigation.AbstractEntityNavigatorPanel.access\$

at cc.nisc.gui.navigation.AbstractEntityNavigatorPanel\$3.stab

at javax.swing.JTabbedPane.fireStateChanged(Unknown Source)

at javax.swing.JTabbedPane\$ChangeListener.stateChanged(Unknown

at javax.swing.DefaultSingleSelectionModel.fireStateChanged(Un

at javax.swing.DefaultSingleSelectionModel.setSelectedIndex(Un

at javax.swing.JTabbedPane.setSelectedIndexImpl(Unknown Source

at javax.swing.JTabbedPane.setSelectedIndex(Unknown Source)

at javax.swing.plaf.basic.BasicTabbedPaneUI\$MouseHandler.mouse

at javax.awt.AWTEventMulticaster.mousePressed(Unknown Source)

OK

Copy to Clipboard

Related

Medical

Outage Priority

DNP

Contacts

Service Order

FIG. 15C

1514

1516

File View Application Tools My Favorites Help

Jump Work Queue Simulate Call Show Calls E-Bill

Search Type: Phone Area Code: 320 Phone: 2745907

Accounts Receivable: ALICE SMITH, Custid: 1263448

Customer Level: Set Aside

Account: 5014254700 Service: BECUR Provider: BECUR AR Status: 42 - Inactive Service Point

Current Bill Amt: 187.00 Total Bill Post: 22.00 Total AR: 22.00

Support Request

Sender's Name: Subject: Message:

Consumer Class: Boz Agreement Status: 0 - A Credit Rating: 0 - S Bill Cycle: 5 Delinquent: DNP Locations: Penalty: 0 - P Deposits: 500.0 Service: 0.0 Meter: 0.0 Deferred Payment Agreement: Arrangements: EET Funds Transfer Amt: Funds Transfer Date: Alerts Medical

Related

Include screen capture? OK Cancel

Source Module

Received This Month: 0.00 Payments Not For Penalty: 0.00 Payments For Penalty: 0.00 Late Payment

Penalty: 0.00 Type: 0.00 Catchup Month: 0.00 Create Date:

Amt	Date Billed	Due Date
187.00	11/15/1999	11/15/1999
22.00	09/30/1999	10/15/1999
22.00	08/30/1999	09/15/1999
0.00	07/28/1999	08/15/1999

1518